

United States Department of Agriculture
Animal and Plant Health Inspection Service

Administrative Notice

APHIS 99-1

10/15/98

USE OF GOVERNMENT CALLING CARDS

1. PURPOSE

This Notice establishes policies and assigns responsibilities for the management and use of Government calling cards within the Animal and Plant Health Inspection Service (APHIS). These procedures and guidelines are in place to provide APHIS employees with the best customer service.

2. REFERENCES

- a. Departmental Regulation 3300-1, Telecommunications, dated 12/27/93.
- b. General Services Administration (GSA) Federal Information Resources Management Regulations (FIRMR), Subpart 201-24.101, Mandatory FTS2000 Network, dated 7/9/98.
- c. APHIS Administrative Notice 98-1, FTS2000 AT&T Prepaid Calling Card, dated 10/10/97.

3. POLICY

- a. FIRMR Subpart 201-24.101 requires the use of GSA's FTS2000 contract by Federal agencies for all telecommunications services.
- b. Except for international use, the only telephone calling credit card that will be used is the FTS2000/2001 Federal Calling Card. This includes long-distance calls made from cellular telephones using the FTS2000/2001 Calling Card Off-Net procedures. All new Federal calling cards will be ordered with an employee's name printed on the card. Ordering calling cards with a generic office name or position title of the official cardholder is not permitted.
- c. The use of non-AT&T commercial prepaid calling cards for long-distance service is not permitted.

Distribution: APHIS

Disposal Date: 12/31/99

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Originating Office:

- d. The International Direct Distance Dialing (ID3) contract with AT&T is an available source for international switched voice service only if the Diplomatic Telecommunications Service Program Office (DTS-PO) has determined that they cannot provide the necessary services. The ID3 contract includes International Outbound, International Inbound, Country-to-Country switched voice service, and International Calling Card.

4. RESPONSIBILITIES

- a. The Requesting Official will:

- (1) Complete the calling card request form (see Attachment 1).
- (2) Provide a hierarchy code to be associated with the requested Government calling cards.
- (3) Submit the calling card request form to the Designated Agency Representative (DAR), and specify the need (domestic, international, or full functional).
- (4) Forward the request form via fax, e-mail, or mail to the Agency DAR. If using Lotus Notes, provide the office name, address, and telephone number of cardholder.

- b. The Cardholder will:

- (1) Safeguard the calling card; use for OFFICIAL PURPOSES only.
- (2) Handle any minor questions or problems with the calling card by contacting AT&T Customer Service (see telephone number on back of card).
- (3) Inform the requesting official of any changes that would require replacement cards (e.g., name change, lost or stolen card, relocation, etc.).
- (4) Return cards that are being canceled or replaced to the DAR.
- (5) Inform AT&T Customer Service and the DAR immediately if card is lost or stolen (telephone number 800-225-5285).

5. PROCEDURES

- a. Obtain approval for a calling card or a prepaid calling card from the requesting official. (The DAR distributes the card to the cardholder at the address on the attached form; a copy of the card is forwarded to the requesting official without the access code.)
- b. If there is a need for a calling card, complete the calling card request form (see Attachment 1).
- c. Determine the type of calling card needed. The type must be specified on the request form.

TYPES:

- Domestic - Calls to the 50 States and United States (U.S.) dependencies.
- International - U.S. to foreign country, foreign country to U.S., and foreign country to foreign country.
- Both (full functionality) - Complete access globally to any State or country.

6. INQUIRIES

Direct questions concerning this Notice to Victor Ponte on 301-734-5374. This Notice can be accessed on the Internet at www.aphis.usda.gov/library.

Chief Information Officer
Information Technology Coordinating Staff
Office of the Administrator

Attachment

CALLING CARD REQUEST

Request Date: _____

Agency _____ Program _____ Area Office _____

Hierarchy Code: _____

Cardholder Name (including Middle Initial): _____

Cardholder Address:

Street _____ City: _____

State: _____ Zip Code: _____ Tel: _____

Requesting Official's Name: _____

Requestor's Mailing Address:

Street _____ City: _____

State: _____ Zip Code: _____ Tel: _____

Request Type:

Domestic _____ ID3 _____ Full Function _____

New: []

Cancellation: []

Replacement: []

Submit Request to:

DAR: Theresa Dyer
USDA, APHIS, ITc
4700 River Road, Unit 104
Riverdale, MD 20737
E-mail: APHIS_Calling_Cards@usda.gov
FAX: 301-734-7965
Phone: 301-734-5218

DAR: Judy Friday
USDA, APHIS, ABS
100 N. 6th Street
Minneapolis, MN 55403
FAX: 612-370-2295
Phone: 612-370-2207